

**IT Professional Technical Services
Master Contract Program
T#:902TS**

**Statement of Work (SOW)
For Technology Services**

**Issued By
Minnesota Office of Enterprise Technology (OET) d/b/a MN.IT**

Project Title: IAM Technical Assessment

**Service Categories: Architecture Planning & Assessment-
Security and Architecture Planning & Assessment-Technical**

****Vendors that are submitting a proposal must be approved in both categories listed above.**

Business Need

MN.IT is in the process of implementing an enterprise-wide Identity and Access Management (IAM) solution utilizing the Oracle Identity and Access Management suite of products (11G). To date we have stood up three 11G environments (Development, QA, and Production) and are working on two others (Reference and DR). Our server platform for these environments is Oracle Enterprise Linux (OEL).

The initial application which we plan to integrate with IAM 11G is the State of Minnesota's Health Insurance Exchange (HIX). In anticipation of such integration we are looking to engage a vendor to assist in the validation of our IAM 11G build (software installation, configuration, and integration) and in the validation of the deployment of such build on our infrastructure. Being mindful of the requirement for our infrastructure to scale significantly, we are also looking for the vendor to provide specific expert assistance in how best to scale the workload capacity of our production IAM environment. Relatedly, we are also looking for the vendor to provide expert guidance on our potential use of Oracle's Exadata and Exalogic platforms. Specifically we are seeking insight as to how these platforms might mitigate future workload / scaling issues, and the relative cost / benefit of such platform.

Project Deliverables

- Detailed written assessment (including proposed modifications / enhancements) of our current configuration of the Oracle IAM 11G software suite so as to answer the following question: “Is the State’s IAM 11G environment as currently built / configured optimal relative to its functional performance, availability, maintainability, scalability, and administration? If not, what specific changes to its configuration should be made?” The assessment should address our installation, configuration, and integration of Oracle IAM 11G software components, including related Oracle database, WebLogic, and Fusion Middleware configurations.
- Detailed written assessment (including proposed modifications / enhancements) of our current deployment of each IAM 11G environment from an infrastructure perspective so as to answer the following questions: “Are the state’s IAM environments (Dev, QA, Prod, Ref, and DR) as currently specified / deployed optimal from an infrastructure perspective relative to scalability, high availability, maintainability, and administration? If not, what specific changes to infrastructure deployment should be made?” This assessment should be in the context of the environments’ ability to meet the needs of multiple major government systems, with potential user populations greater than 1 million. The assessment should also address our deployment of Oracle database technology as a component of our overall IAM environment.
- Detailed written assessment of Oracle’s Exadata and Exalogic platforms as IAM 11G hosting options with primary criteria to include overall system performance, high availability, system resource scalability, operational efficiency, and financial cost / benefit; relative to our current deployment strategy.

Project Milestones and Schedule

- Anticipated Engagement Start Date: 10/9/12
- Anticipated Engagement End Date: 11/9/12

Project Environment (State Resources)

In performing the above assessment, the vendor will have access to a cross functional team of MN.IT staff / vendors representing the following relevant disciplines:

- a) Server Support
- b) OS Support
- c) Storage Support
- d) Middleware Support
- e) Networking Support
- f) Database Administration
- g) Security Engineering
- h) Business Analysts
- i) Enterprise Architecture
- j) HIX deployment vendors

Agency Project Requirements

- MN.IT will provide timely access to the above State Resources according to the specific needs of the assessment
- MN.IT will provide a key contact to manage the vendor throughout the engagement, and to facilitate issues resolution as required
- MN.IT will provide relevant design / configuration specification pertaining to the Oracle IAM 11g environment
- MN.IT will provide relevant specification pertaining to MN.IT's technical infrastructure

Responsibilities Expected of the Selected Vendor

- The vendor will work on-site at MN.IT's Central office (658 Cedar Street, St. Paul)
- The vendor will collaborate closely with key MN.IT resources so as to assure that knowledge is effectively conveyed
- The vendor will provide weekly written progress status reports, with daily updates
- The vendor's written assessment will be published initially in a preliminary state after two weeks, and subsequently in final state at the end of the engagement
- The engagement will be fixed price

Required Skills

- Must have a minimum of 5 years of verifiable expertise in the configuration and deployment of large scale identity and access management systems; including a minimum of 1 year of verifiable expertise in the build and deployment of the Oracle IAM 11g Solution Suite;
- Must have 5 years of verifiable expertise in each of the relevant infrastructure components including
 - Unix / Linux Operating systems; including at least 1 year of verifiable expertise with Oracle Enterprise Linux (OEL)
 - Oracle database (including RAC and DataGuard); with at least 2 years of verifiable expertise with Oracle 11G DB and 6 months experience with Oracle Exadata deployments
 - Server storage configuration; including 2 years of SAN experience
 - WebLogic middleware; including 2 years of WebLogic 10/11 experience and 6 months experience with Oracle Exalogic deployments
- Must have 10 years of verifiable expertise in information system workload assessment and system resource scaling

Desired Skills

- Have certification for each of the above areas of expertise, where appropriate.

Process Schedule

- Deadline for Questions: **9/26/12 at 3:00 pm CST**
- Anticipated Posted Response to Questions: **9/27/12**
- **Proposals due: 10/1/12 12 by 3:00 pm CST**
- Anticipated proposal evaluation begins: **10/2/12**
- Anticipated proposal evaluation & decision: **10/9/12**

Questions

Any questions regarding this SOW should be submitted via e-mail, by **3:00 pm CST 9/26/12**, to Bob Landrud at Bob.Landrud@state.mn.us. Please place "Attention: IAM Technical Assessment SOW Question" in the subject line of the email. Questions and answers will be posted on the MN.IT website by approximately on **9/27/12**, (http://www.oet.state.mn.us/mastercontract/statements/mcp902ts_active.html).

Other personnel are **NOT** authorized to discuss this request for proposal with responders, before the proposal submission deadline. Contact regarding this RFP with any personnel not listed above could result in disqualification.

SOW Evaluation Process - Scoring

- Company 5%
- Experience 25%%
- Work Plan 20%
- Three References 10%
- Liability/Indemnification Clause Chosen 10%
- Cost 30%

This SOW does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.

Response Requirements

- Introduction
- Cover letter
 - a) Option for Liability/Indemnification Language must be clearly identified in a cover letter.
- Company overview
 - a) History
 - b) Organizational structure
 - c) Staffing model
 - d) Philosophy / Areas of focus
 - e) Current financial data if publicly available

- Vendor response to Requirements as stipulated in this Statement of Work/Work Plan
 - a) Detailed description of the vendor's understanding of the requirements as stipulated in the Statement of Work.
 - b) Detailed response as to how vendor proposes to accomplish such requirements within the optimal performance / cost structure
 - 1) Proposed consultants mapped to specific needs based on roles and skill / experience
 - 2) Strategy for maximization of consulting resources
 - 3) Detailed resumes of each of the consultants whom the vendor proposes to engage, including verifiable relevant skills and experience
- References for work similar in nature: Three for each consultant.
- Appropriate Certification for each of the above required skills, where appropriate.
- Conflict of interest statement as it relates to this project
- Cost Proposal-Please use the following format.

COST PROPSAL

Tasks	Staff Member	Number of Hours	Cost per hour	Total Cost
Deliverable A				
Deliverable B (etc.)				
Grand Total				Insert total cost here-this will be the total used to assess cost points.

- Required forms to be returned or additional provisions that must be included in proposal
 - a) Affirmative Action Certificate of Compliance
 - b) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
 - c) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
 - d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form (if applicable) <http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

Proposal Submission Instructions

- Responses should be submitted via email to Lynette.Podritz@state.mn.us, by 3:00 pm CST on 10/1/12. Be sure to separate the Proposal from the Cost Proposal when sending as attachments to email.

- Please place “**Attention: IAM Technical Assessment SOW**”, in the subject line of the email when sending proposal. The burden of proof for timely proposal delivery rests upon the vendor.

General Requirements

Liability/Indemnification - Vendor to Select Liability/Indemnification language from options below:

VERSION 1 - 10 Points

In the performance of this contract by Contractor, or Contractor’s agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney’s fees incurred by the state, to the extent caused by Contractor’s:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State’s sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State’s failure to fulfill its obligation under this contract.

VERSION 2 – 7.5 Points

Each party will be responsible for its own acts and behavior and the results thereof. The Minnesota Torts Claims Act, Minn. Stat. § 3.736 and other applicable laws govern the State’s liability.

VERSION 3 – 5 Points

The Contractor must indemnify, save, and hold the State, its agents, and employees harmless from any claims or causes of action, including reasonable attorney’s fees incurred by the State for damages directly and proximately caused by the negligence of the Contractor while engaged in the performance of services under this contract. As a condition to the foregoing indemnity obligations, the State shall provide the Contractor with prompt notice of any claim for which indemnification shall be sought hereunder and shall cooperate in all reasonable respects with the Contractor in connection with any such claim. In accordance with Minnesota Statutes, Section 8.06, the State’s Attorney General’s Office must provide consent and approval with respect to Contractor’s ability and right to control the handling of any such claim and to defend or settle any such claim with counsel of its own choosing.

The State agrees that Contractor, its principals, members and employees shall not be liable to the State for any actions, damages, claims, liabilities, costs, expenses, or losses in any way arising out of or relating to the services performed hereunder for an aggregate amount in excess of \$_____. **[Final amount to be determined with advice and counsel of agency AG representative].**

VERSION 4 – 2.5 Points

The Contractor must indemnify, save, and hold the State, its agents, and employees harmless from any claims or causes of action, including reasonable attorney's fees incurred by the State for damages directly and proximately caused by the negligence of the Contractor while engaged in the performance of services under this contract. As a condition to the foregoing indemnity obligations, the State shall provide the Contractor with prompt notice of any claim for which indemnification shall be sought hereunder and shall cooperate in all reasonable respects with the Contractor in connection with any such claim. In accordance with Minnesota Statutes, Section 8.06, the State's Attorney General's Office must provide consent and approval with respect to Contractor's ability and right to control the handling of any such claim and to defend or settle any such claim with counsel of its own choosing.

The State agrees that Contractor, its principals, members and employees shall not be liable to the State for any actions, damages, claims, liabilities, costs, expenses, or losses in any way arising out of or relating to the services performed hereunder for an aggregate amount in excess of \$_____. **[Final amount to be determined with advice and counsel of agency AG representative].**

In no event shall Contractor, its principals, members, or employees be liable for consequential, special, indirect, incidental, punitive, or exemplary damages, costs, expenses, or losses (including, without limitation, lost profits and opportunity costs.)

Vendor selection will be evaluated and scored as part of the proposal evaluation process.

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification

survives the State's award of a contract. In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State. The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at:

http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf

Nonvisual Access Standards

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;

- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-owned/Service Disabled Veteran-Owned Preference

In accordance with Minnesota Statute §16C.16, subd. 6a, veteran-owned businesses with their principal place of business in Minnesota and verified as eligible by the United States Department of Veterans Affairs' Center for Veteran Enterprises (CVE Verified) will receive up to a 6 percent preference in the evaluation of its proposal.

Eligible veteran-owned small businesses include CVE verified small businesses that are majority-owned and operated by either recently separated veterans, veterans with service-connected disabilities, and any other veteran-owned small businesses (pursuant to Minnesota Statute §16C.16, subd. 6a).

Information regarding CVE verification may be found at <http://www.vetbiz.gov>.

Eligible veteran-owned small businesses should complete and **sign the Veteran-Owned Preference Form** in this solicitation. Only eligible, CVE verified, veteran-owned small businesses that provide the required documentation, per the form, will be given the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.